



4 FOOD PACKAGE/DRAFT ISSUANCE

Effective: 3/1/98

4.35 Issuance Intervals

POLICY: Participants may receive food packages at intervals of monthly, bi-monthly or tri-monthly. When issuing the food package, tailoring guidelines must be followed for late issuance, early issuance, and catch-up issuance. A Competent Professional Authority (CPA) must assign the initial issuance interval for each participant.

NOTE: The choice of intervals will provide additional flexibility for the participants and for program operations and staffing. Ultimately, multi-month issuance should be implemented in such a way which will enhance nutrition services, customer satisfaction and the project's resources.

PROCEDURE:

A. ESTABLISH CLINIC AND DRAFT ISSUANCE SCHEDULES

1. Consider the volume of participants at certification clinics and draft issuance sites for each month, the time and staff needed for certifications, draft issuance and secondary nutrition education (individual and group).
2. Consider the requirements and recommendations of the Certification and Secondary Nutrition Education Guidelines.
3. Determine the number and location of certification clinics and draft issuance sites for each month for the service area. The WIC Project will maintain:
 - a) a consistent schedule and inform participants of the schedule in writing
 - b) accurate information in the participant's identification folder for draft pick-up, secondary nutrition education, other program visits and certification appointments.
4. **Multi-month issuance:** Plan ahead when scheduling participants for certification and draft issuance appointments. Certifications will be planned 2 or 3 months in advance but scheduling time frames specify that certifications must occur within one month of the certification expiration date.
 - a) Helpful Special Reports: Recdue and Recdue47 (see System Manual, Report section) to plan the number of appointments to be scheduled.
 - b) Scheduling Considerations



- (1) Schedule family members into the same interval. Multiple participants within a family unit may have different certification due dates which may or may not coincide with clinic visits with a multi-month interval.
 - (2) New individuals/families. New participants/families should be placed in the interval that best coincides with their recertification dates. If other members of the family are currently on the program, consider their interval.
 - (3) Missed appointments/rescheduling. Reschedule missed appointments as quickly as possible. When feasible, keep a participant in the original draft issuance interval. If an appointment must be scheduled for the following month, there is the option to change that participant to a different draft issuance interval unless it causes too much disruption to any remaining family members who also receive WIC drafts.
 - (4) Missed draft pick-up. Participants on tri-monthly issuance who miss one or two month's draft issuance may be eligible to receive the remaining month's drafts. Consider contacting the family by phone or mail to determine if they are eligible to pick up their remaining drafts. Drafts must not be issued if the participant has received benefits at another project or has been terminated for program fraud or abuse. The adult participant or the parent/guardian of an infant/child should be encouraged to attend all appointments because each visit to the clinic will provide some form of nutrition education.
 - (5) Infant updates. Reschedule missed update appointments and give one month's drafts.
- c) Staff should separate each month's drafts and provide additional suggestions to participants and parents/guardians on ways to keep drafts separate.

B. DETERMINE ISSUANCE INTERVALS FOR PARTICIPANTS

1. Issuance intervals are assigned for the number of food packages that a participant will receive:
 - a) Interval 1: one food package equivalent is issued
 - b) Interval 2: two months of drafts are issued at a time
 - c) Interval 3: three months of drafts are issued at a time



- d) Example: Participants assigned to Interval 3 receive three food packages; one with a "First Date to Use" in January, one dated for February, and one dated for March. Three food packages would be issued in January, and the participant would return in April for April, May and June food packages. For Interval 2, February and March food packages would be issued in February and the participant would return in April.
- 2. The Project Nutritionist develops the protocol for assigning and changing intervals for participants. CPAs will use the protocol to determine the food package issuance interval for each participant. Factors to be considered include:
 - a) other family members (re)certification dates
 - b) secondary nutrition education contacts
 - c) anticipated non attendance
 - d) travel required of staff and participants
 - e) time constraints of participants, such as, working and school schedules
 - f) potential difficulties of participants to manage drafts, such as the possibility of losing drafts or the inability to manage multiple months of drafts
 - g) infants certified until their first birthday
 - h) breastfed infants and their mothers
 - i) foster children in short term care should receive monthly drafts
 - j) homeless participants may receive up to 3 months of homeless packages and then be reassessed at each pick-up
 - k) family members on non-contract or special formula
 - l) participants with greater medical/nutrition risk and who may require additional education or follow-up may be scheduled every one or two months
 - m) coordination with other health care services
 - n) pregnant women may receive up to three months of drafts up to the last issuance day that falls within 6 weeks following the date the pregnancy ends (delivery, abortion, miscarriage). For example, a single food package may be issued when the pick-up day is close to her expected due date. Schedule the



woman for a certification appointment for the non-breastfeeding postpartum or breastfeeding status.

C. TRI-MONTHLY ISSUANCE

1. The WIC Project Director and Project Nutritionist are jointly responsible for the planning and implementation of tri-monthly issuance for the project.
2. Areas which need to be considered in planning include: revision of schedules for clinic and draft issuance operations, staff members work schedules, secondary nutrition education and other policies and procedures.
3. The Project must make assurances before the implementation of tri-monthly issuance will be approved. See Attachment: Tri-monthly Draft Issuance Implementation Assurance.
4. Planning requires addressing the following areas:
 - a) a protocol for assigning and changing intervals
 - b) a plan for providing secondary nutrition education to participants:
 - (1) who need it within one or two months
 - (2) who miss their scheduled draft issuance day
 - (3) who are working or are students
 - c) identification of circumstances if or when the issuance schedule would be changed due to education appointments, missed education appointments, or coordination with other services
 - d) the maintenance or enhancement of accessibility and nutrition education services
 - e) monitoring the effects of tri-monthly issuance by reviewing appropriate ADP reports, charts/chart audits, and customer satisfaction, and make adjustments, as needed
5. After the assurance list is signed by the Project Director and Project Nutritionist and sent to the State WIC Office System Manager, the system will be enabled on the project's DAISy program.



ATTACHMENTS

Tri-monthly Draft Issuance Implementation Assurance